

ABSTRACT OF THE DISCLOSURE

A service tracking and alerting system for fitness equipment (18) includes one or more subsystems of multiple control servers (20) (ICS) to gather real time information from one or more fitness equipment units (22, 24) (FEU) via wireless connection and store
5 such information in a temporary database (25). Multiple ICSs are linked to a remotely located accumulated data storage unit or silo (26) having a permanent storage database (27). One or more silos (26) and their corresponding ICSs are controlled, accessed, and interrogated through an enterprise level platform (32). Service alert
10 messages may be generated and sent to one or more recipients if an FEU experiences a significant service event. Also, a reporting interface (190) allows users to access, enter, update and/or alter, service usage, warranty, and other information from the data storage units (26) and ICSs (20).